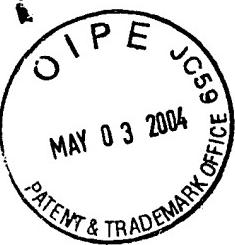


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Kathleen Schritz

 Attorney Docket No. *71*  
 D/A2038
**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of Vincent Vaccarelli, et al

Group Art Unit: 3627

Application No.: 10/083,263

Examiner: Kramer, James A.

Filed: 02/25/2002

For: CUSTOMER SATISFACTION SYSTEM AND METHOD

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Pursuant to 37 C.F.R. 1.56, the attention of the Patent and Trademark Office is hereby directed to the reference(s) and information listed on the attached PTO-1449 Form. One legible copy of each is attached to the PTO-1449 Form, except for U.S. Patents or published U.S. applications. It is respectfully requested that the references and information be expressly considered during the prosecution of this application, and that the reference(s) be made of record therein and appear among the "References Cited" on any patent to issue therefrom.

- 1. This Information Disclosure Statement is being filed (a) within three months of the U.S. filing date of the above application (which is not a CPA), **OR** (b) before the mailing date of a first Office Action on the merits. *No certification or fee is required.*
- 2. This Information Disclosure Statement is being filed more than three months after the U.S. filing date **AND** after the date of the first Office Action on the merits, but before the mailing date of a Final Rejection, Notice of Allowance, or other action that closes prosecution. Please debit Xerox Corporation Deposit Account 24-0025 in the amount of \$180.00 in payment of the fee under 37 C.F.R. 1.17(p). *(A copy of this paper is attached.)*
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  - a. I hereby certify that each item of information contained in this Information Disclosure Statement was first cited in a communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of this Information Disclosure Statement. 37 C.F.R. 1.97(e)(1); **(OR)**

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- 5. Per 37 C.F.R. 1.98(a)(3), a concise explanation of the relevance of each of any submitted item that is NOT in the English language is either enclosed herewith, or incorporated in the application specification.
- 6. A copy of an English language version of an above-referenced counterpart foreign application search report is attached.
- 7. Copies of some or all of the subject references were cited by, or submitted to the Office in related parent Application No. , filed , which is relied upon under 35 U.S.C. §120. Thus, copies of these references are not attached (except for copies of cited pending applications). 37 C.F.R. §1.98(d).
- 8. A copy of each copending application recited in the parent application of paragraph 7 above, and/or a copy of other related copending applications, is enclosed.



Jeannette M. Walder

Signature under 37 CFR 1.33 & 34

Registration No. 30,698

Telephone No. 310.333.3660

Date 04/28/2004

## FOREIGN PATENT DOCUMENTS

	COUNTRY	DOCUMENT NUMBER	PUBLICATION DATE	NAME OF PATENTEE OR APPLICANT	TRANSLATION Y/N
	PCT	WO 01/57692 A1	08/09/2001	Navin Chaddha, et al	

**OTHER DOCUMENTS (Including Author (in CAPS), Title, Publication Date, Pages, etc.)**

	MARK S. ACKERMAN, DAVID W. McDONALD, "Answer Garden 2: Merging Organizational Memory with Collaborative Help", CSCW '96, Proceedings of the ACM 1996 Conference on Computer Supported Cooperative Work, Boston, November 16-20, 1996, ACM Conference on Computer Supported Cooperative Work, New York, November 1996, pages 97-105
	DAVID A. THURMAN, JEFFREY S. TRACY, CHRISTINE M. MITCHELL, "Design.of an Intelligent Web-Based Desk System", Systems, Man, and Cybernetics, 1997, Computational Cybernetics and Simulation, 1997, IEEE International Conference, Orlando October 12-15, 1997, New York, October 12, 1997, pages 2198-2203

**EXAMINER**

**DATE CONSIDERED**

Examiner: Initial if citation considered, whether or not citation is in conformance with M.P.E.P. 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.